

City & Guilds

Password Recovery

Table of Contents

1.	Password recovery – Self-service.....	3
2.	Password recovery – Manual.....	6

Password Recovery

The purpose of this document is to guide a user through the forgotten password process for in SmartScreen.

There are two ways in which a user can do this. The first being a self-service option. The user uses the forgotten password link on the SmartScreen website, and follows the on screen instructions.

The other being where a user with Administration rights can log on and to SmartScreen to manually change the password. This would be particularly helpful should a Learner forget their password.

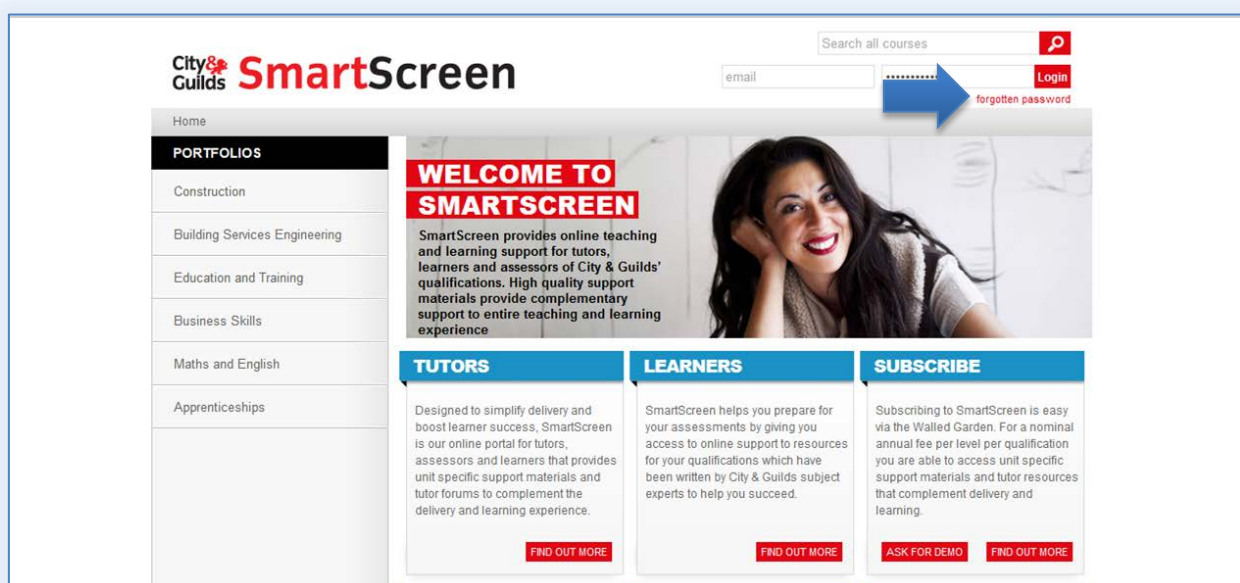
Password Recovery – Self-service

To use this method, the user must ensure that the email address being used to log on with is valid.

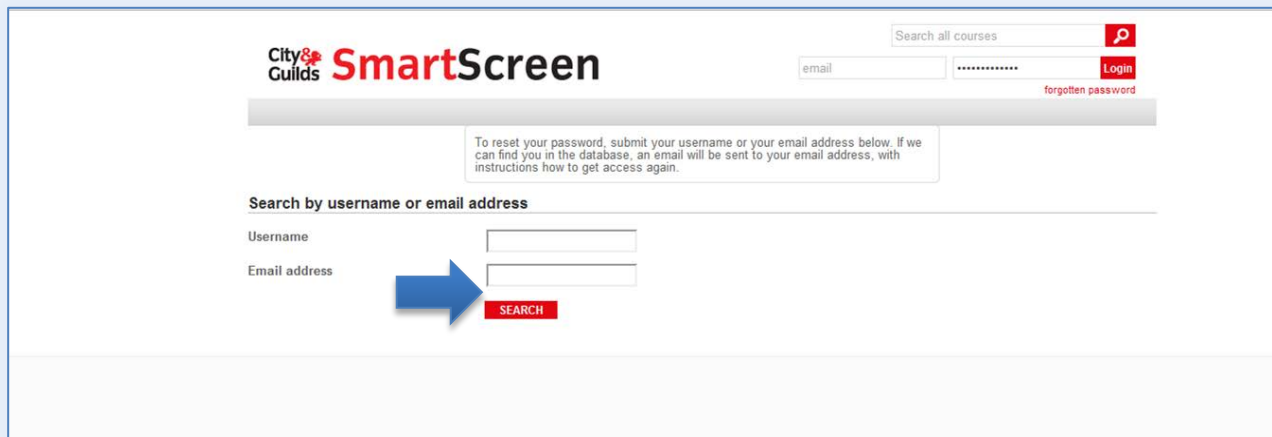
1. **Log on** to <http://mathsandenglish.smartscreen.co.uk>. Ensure the login is **valid** to the user.



2. Select **Forgotten Password**.

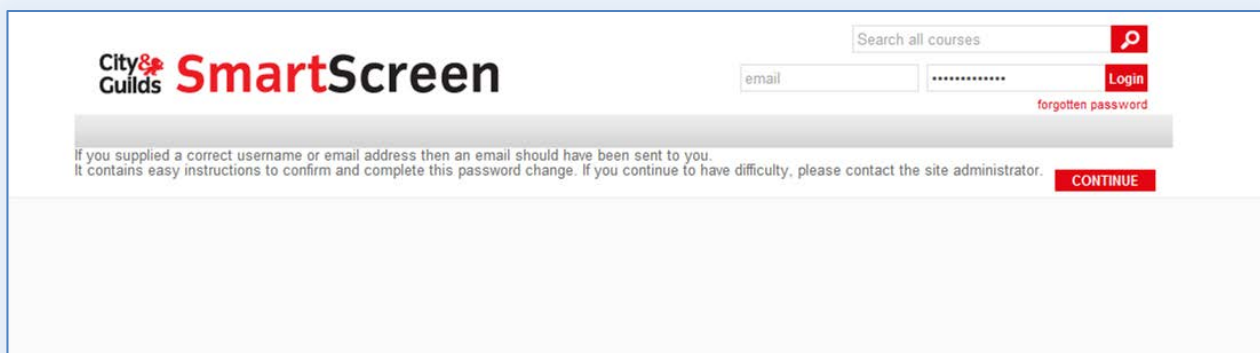


3. Complete the required fields and select **Search**.



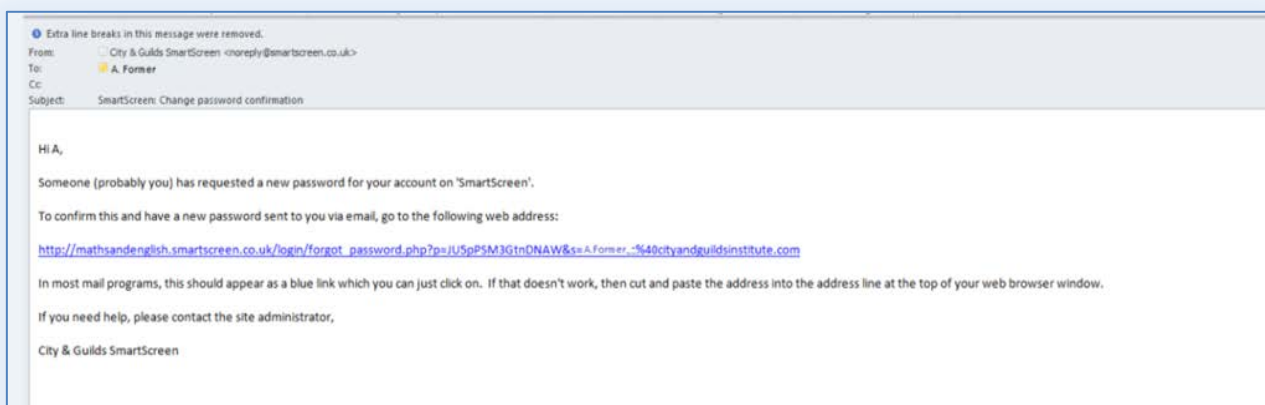
The screenshot shows the SmartScreen login and password recovery interface. At the top, there's a search bar for courses and a login section with email and password fields, a 'Login' button, and a 'forgotten password' link. Below this is a message box explaining the password reset process. The main section is titled 'Search by username or email address' and contains two input fields: 'Username' and 'Email address'. A large blue arrow points to the 'Email address' field, and a red 'SEARCH' button is positioned below it.

The following message will appear. An email will be sent to the users account.



The screenshot shows the SmartScreen password recovery confirmation message. It features the same header as the previous form. The main content area contains a message stating that an email should have been sent to the user's account with instructions for password change. A red 'CONTINUE' button is located at the bottom right of the message area.

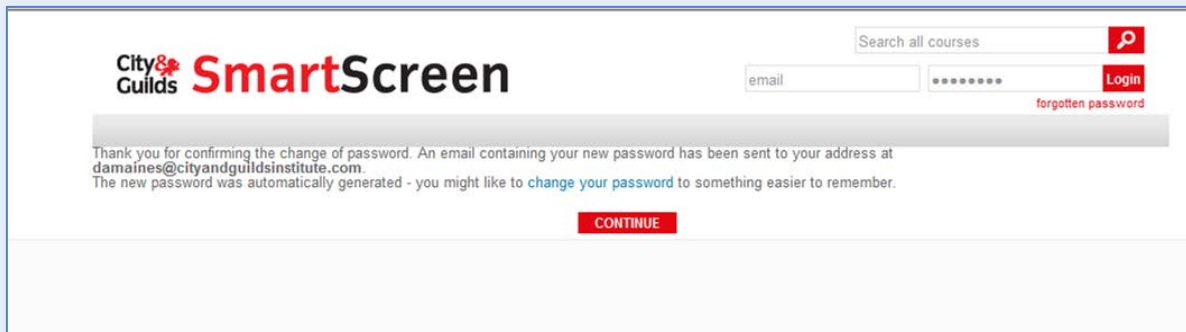
4. The user must check their email and follow the instructions.



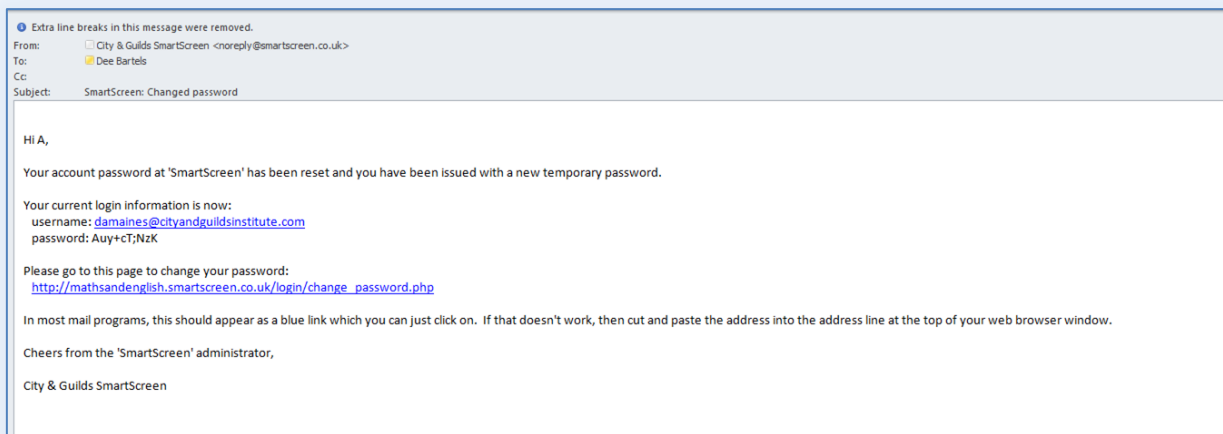
The screenshot shows an email confirmation message from City & Guilds SmartScreen. The header includes the sender's name and email address. The body of the email starts with 'Hi A,' and informs the user that someone has requested a new password for their account. It provides a link to confirm the request and receive a new password. The link is highlighted in blue. The email concludes with a note about mail programs and a contact for site administrator.

Password Recovery

- Once the user follows the instructions contained in the email, a new password will be sent to them, as shown below.



The image shows the SmartScreen login interface. At the top left is the City & Guilds SmartScreen logo. To the right is a search bar labeled 'Search all courses' with a magnifying glass icon. Below the search bar are input fields for 'email' and a password (represented by dots). To the right of the password field is a 'Login' button. Below the password field is a link that says 'forgotten password'. A grey banner across the middle of the page contains the following text: 'Thank you for confirming the change of password. An email containing your new password has been sent to your address at damaines@cityandguildsinstitute.com. The new password was automatically generated - you might like to [change your password](#) to something easier to remember.' Below this banner is a red 'CONTINUE' button.



The image shows the content of an email. At the top, it says 'Extra line breaks in this message were removed.' The email header includes: 'From: City & Guilds SmartScreen <noreply@smartscreen.co.uk>', 'To: Dee Bartels', 'Cc:', and 'Subject: SmartScreen: Changed password'. The body of the email starts with 'Hi A,' followed by 'Your account password at 'SmartScreen' has been reset and you have been issued with a new temporary password.' It then provides the current login information: 'Your current login information is now: username: damaines@cityandguildsinstitute.com password: Auy+cT;NzK'. Next, it says 'Please go to this page to change your password:' followed by the URL http://mathsandenglish.smartscreen.co.uk/login/change_password.php. It then explains: 'In most mail programs, this should appear as a blue link which you can just click on. If that doesn't work, then cut and paste the address into the address line at the top of your web browser window.' The email ends with 'Cheers from the 'SmartScreen' administrator,' and 'City & Guilds SmartScreen'.

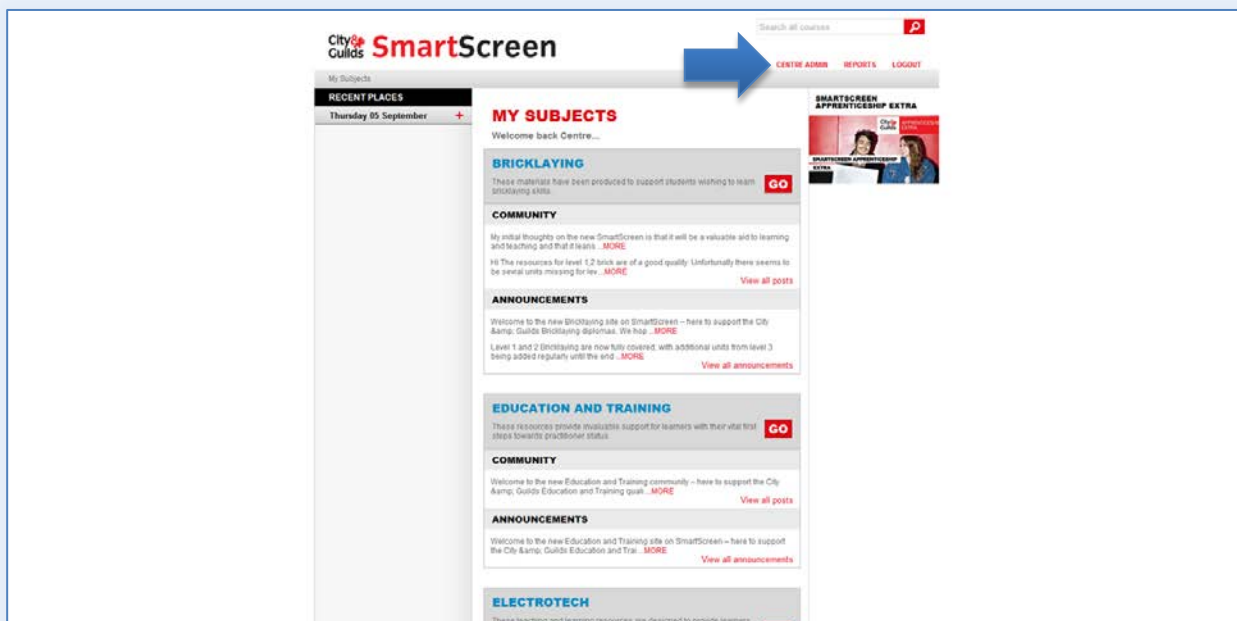
Password Recovery – Manual

To use this method, the user must ensure that the email address being used to log on with is valid.

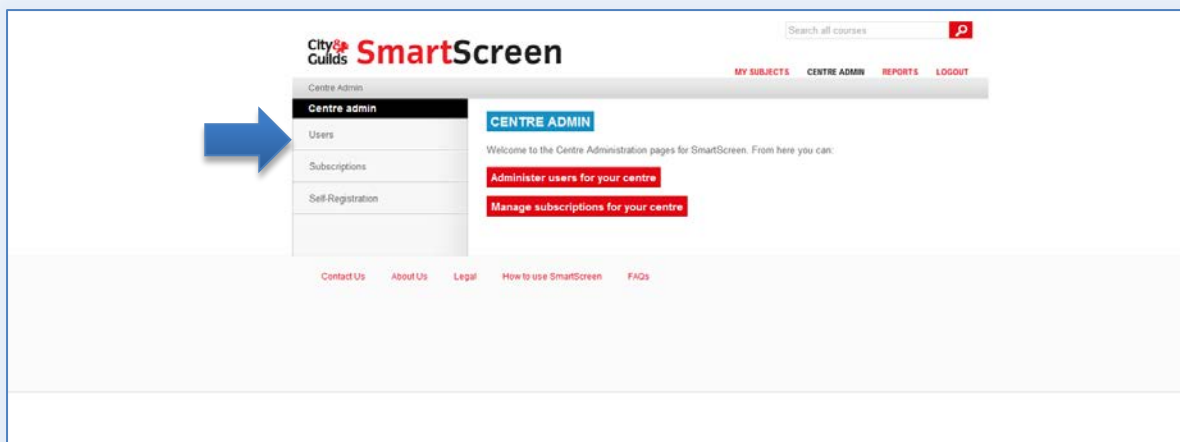
1. **Log on** to <http://mathsandenglish.smartscreen.co.uk>. Ensure the login is **valid** to the user.



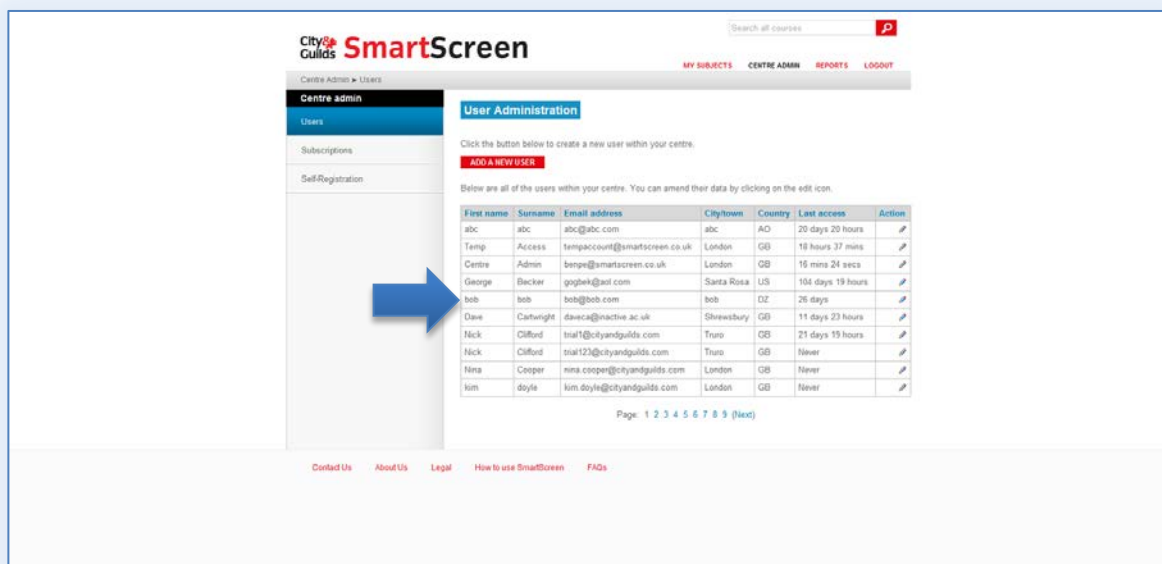
2. Select **Centre Admin** tab.



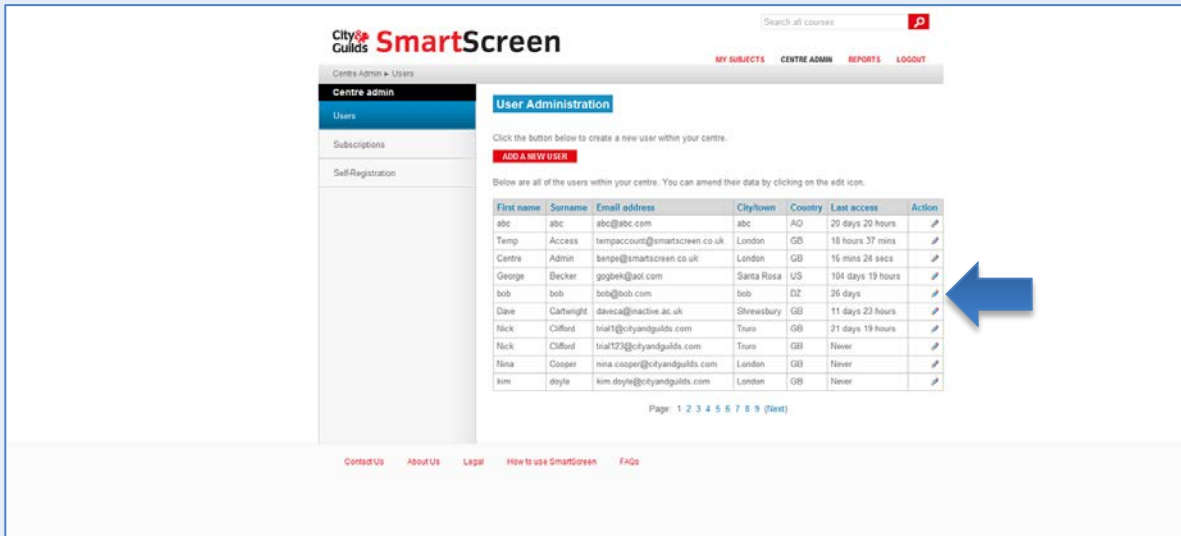
3. Select **Users** tab.



4. Select user from list.



5. Select pencil icon to edit user.

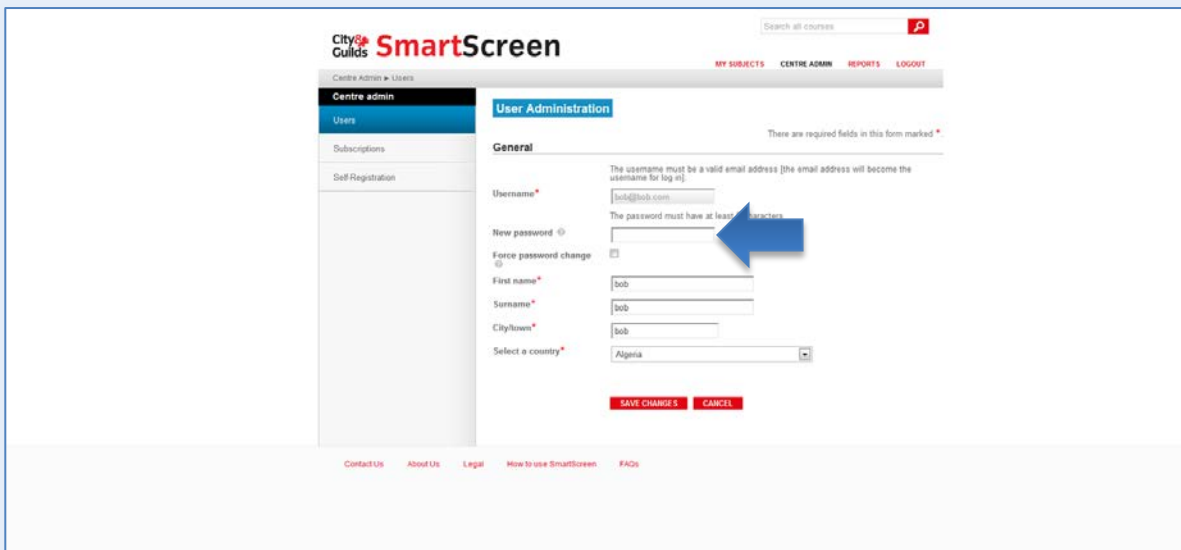


The screenshot shows the 'User Administration' page in the SmartScreen interface. On the left is a sidebar with 'Centre Admin' and 'Users' (selected). The main area has a 'User Administration' header and a table of users. A blue arrow points to the pencil icon in the 'Action' column for the user 'bob'.

First name	Surname	Email address	City/town	Country	Last access	Action
abc	abc	abc@abc.com	abc	AQ	20 days 20 hours	
Temp	Access	tempaccount@smartscreen.co.uk	London	GB	18 hours 37 mins	
Centre	Admin	benpe@smartscreen.co.uk	London	GB	16 mins 24 secs	
George	Becker	gobek@aol.com	Santa Rosa	US	104 days 19 hours	
bob	bob	bob@bob.com	bob	DZ	26 days	
Dave	Cartwright	daveca@inactive.ac.uk	Shrewsbury	GB	11 days 23 hours	
Nick	Clifford	trial1@cityandguilds.com	Truro	GB	21 days 19 hours	
Nick	Clifford	trial123@cityandguilds.com	Truro	GB	Never	
Tina	Cooper	nina.cooper@cityandguilds.com	London	GB	Never	
kim	doyle	kim.doyle@cityandguilds.com	London	GB	Never	

Page: 1 2 3 4 5 6 7 8 9 (next)

6. Enter a new password



The screenshot shows the 'User Administration' page with the 'General' form for editing a user. A blue arrow points to the 'New password' field. The form includes fields for Username, New password, Force password change, First name, Surname, City/town, and Select a country. There are 'SAVE CHANGES' and 'CANCEL' buttons at the bottom.

There are required fields in this form marked *

The username must be a valid email address (the email address will become the username for log in).

The password must have at least 8 characters

Username*

New password

Force password change ☐

First name*

Surname*

City/town*

Select a country*

7. Select **Save Changes**.

The screenshot shows the 'User Administration' page in the SmartScreen system. The left sidebar contains links for 'Centre admin', 'Users', 'Subscriptions', and 'Self Registration'. The main content area is titled 'User Administration' and includes a 'General' section. The form fields are as follows:

- Username***: bob@bob.com (Note: The username must be a valid email address)
- New password**: (Note: The password must have at least 8 characters)
- Force password change**: ☐
- First name***: bob
- Surname***: bob
- City/town***: bob
- Select a country***: Algeria

A red 'SAVE CHANGES' button is located at the bottom right of the form, with a blue arrow pointing to it. A message at the top right of the form states: 'There are required fields in this form marked *'.

Tell the amended user what the new password has been changed to.

***Note:** A user whose details are used to purchase products cannot change their User ID/email address.

***Note:** For a SAP administrator the details must be amended in SAP first.